utilita⌂
life with power

Home   13:17

| Now | Today | Pre-pay |

Electricity   Gas

£0.14/hr   £0.06 /hr
being used now   30 minute average

Smart Display

User Guide

utilita.co.uk

Meet your Smart Display

—

Your Smart Display is the new way to manage your energy at home. Your electricity and gas usage is at your fingertips now that your smart meters have been installed.

In this User Guide, you'll find everything you need to quickly and simply start using your Smart Display. You'll also find out more information about how the Smart Display works, how it can help you and how you can identify ways to save money and do your bit for the planet.

> Contents

❯ Your Smart Display

What's in the box?

Your Smart Display package contains the following items:

- ✔ Smart Display
- ✔ Smart Display stand
- ✔ Micro-USB power supply and cable

Powering the Smart Display

Your Smart Display can be powered using the supplied power supply or with 3 x AAA (R03, LR03) non-rechargeable batteries.

Do not use any other power supply with this Smart Display. The supplied power supply is not suitable for use with any other USB device.

It is not recommended to use batteries for a prolonged period.

To replace batteries, slide the stand downwards and then pull it away. Insert the batteries, as marked on the inside case. Reattach the stand and the Smart Display will show the battery symbol 🔋 at the top of the screen.

Do not use rechargeable batteries in this Smart Display.

Overview of your Smart Display
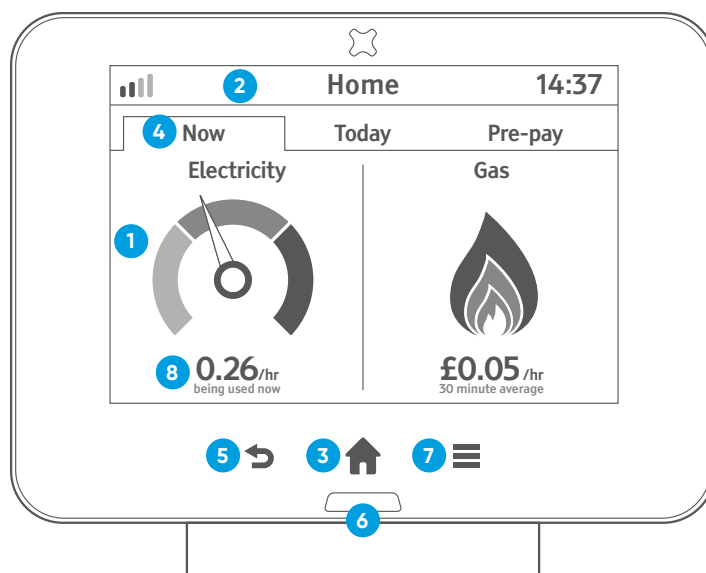
(1) The screen on the Smart Display is touch-sensitive - you only need to lightly touch it to interact with the screens.

(2) The banner bar allows you to check the smart meter(s) signal strength, battery status (if applicable) and alerts you to any problems.

(3) Touch the 🏠 to show the **Quick Access** menu when on the **Home** screen; or to return to the **Home** screen when you are on any other screen.

(4) Touch to change to **Now**, **Today**, **Pre-pay** tabs.

(5) Press ↰ to return to the previous screen.

(6) The LED at the bottom of the Smart Display shows your electricity usage (GREEN for low, AMBER for medium or RED for high).

(7) Press the ☰ to show the main menu.

(8) Touch here to switch units. (£ to kW or kW to £)

❯ Getting started

Meter connection

Each time the Smart Display is turned on it will show **Connecting...** for up to 5 minutes while the Smart Display connects to the smart meter(s) in your home.

If the screen shows **Lost Network**, then you may need to move the Smart Display closer to your electricity smart meter to reestablish the connection.

Connection established

Once your Smart Display has successfully established a connection to your smart meter(s), your Smart Display will show the current consumption for electricity and recent gas usage.
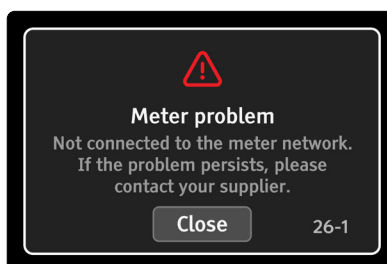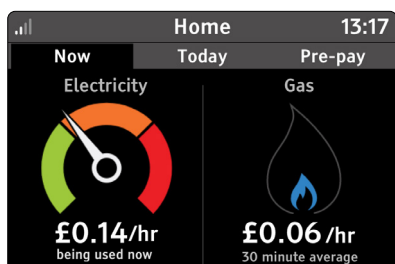
If your Smart Display loses connection to the smart meter(s), then it will show the alert above. Try moving the Smart Display closer to the electricity smart meter to reconnect.

❯ Home Screen

Overview

The **Home** screen is broken down into three tabs- **Now**, **Today** and **Pre-pay**.

When your Smart Display is powered on, it will automatically show the **Home** screen once connected to the smart meter(s).
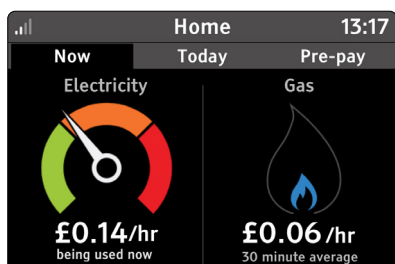
You can also, at any time, press 🏠 on the Smart Display to return to the **Home** screen.

Pressing 🏠 whilst on the screen will then show the **Quick Access** screen.

Touch **Now**, **Today** or **Pre-pay** (when in prepayment mode) to switch between the tabs. The Pre-pay tab is only shown when one of the meters is in Pre-pay mode.
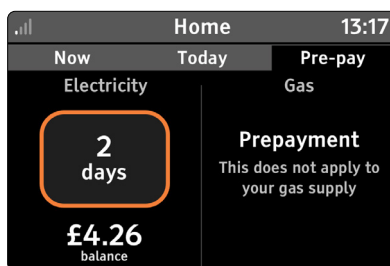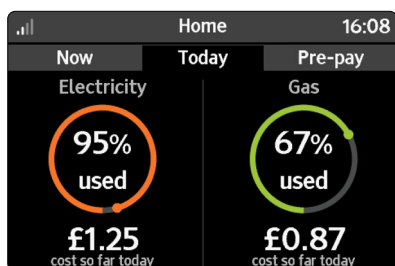
When you next return to the **Home** screen from other screens, the previously selected tab will automatically be shown.

The banner bar allows you to check the smart meter(s) signal strength ▪▪▪▫, battery status, if on batteries 🔋, and alert you to problems ⚠.

▪▫▫	**Home**	**13:17**

Meter network signal strength OK (normal condition for the Smart Display).

✕▫ ▭ ✉ ⚠	**Home**	**13:17**

Meter network lost and showing the alert symbol (the alert symbol can be shown for multiple reasons– see **System Status** for more details).

The message icon appears when the Smart Display has any new messages (Home screen only). When on batteries the battery symbol is also shown (in this case battery low).

Now screen
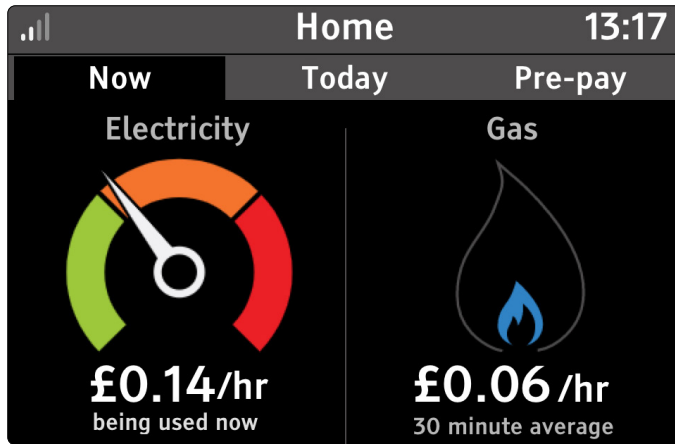
The **Now** screen is split into two parts and indicates the consumption now. **Electricity** is displayed on the left and **Gas** on the right.

Depending on your smart meter configuration, only the available energy types will be shown – the gas flame will not be shown if you do not have a gas smart meter, for example.

This is the default screen shown when the Smart Display has started up.

Touching the cost or kW units will switch between showing cost per hour (£/hr) and energy as kW.

Electricity (left)
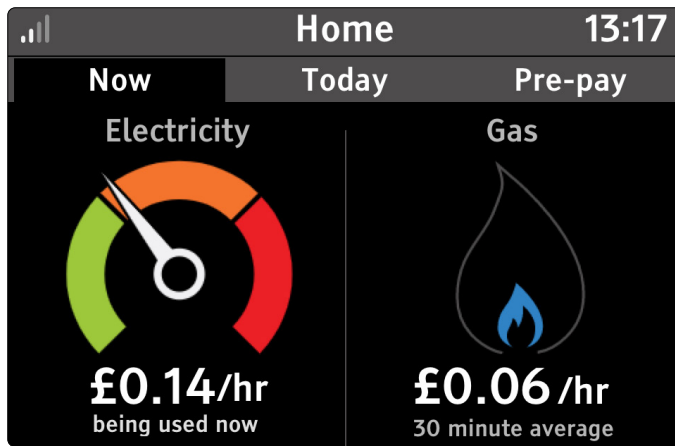
The dial on the left (only available when you have an electricity smart meter) shows the current rate of electricity energy use for your home.

As your home uses more or less electricity, the dial will move up and down.

The dial is divided into three zones – green, amber and red. As the dial moves between the zones, the colour of the LED on the front of the Smart Display will change to match.

This means at a distance, you can quickly see if your home is using a little or a lot of electricity.

The current rate of consumption can be shown in cost as £/hr (Default) or energy as kW.

Touch the dial to go to **Electricity usage history**.

Gas (right)
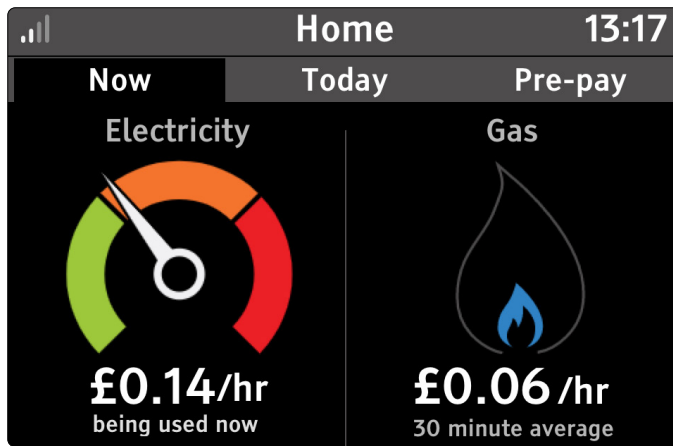
The gas flame indicates the recent gas consumption rate of your home (where available). The gas usage consumption readings are updated every half an hour.

As more gas is consumed, the blue flame will increase in size.

This means at a distance, you can quickly see if your home is using a little or a lot of gas.

Due to readings being taken every half an hour, the flame shows recent gas consumption and may not show when gas is no longer being consumed.

Touch the flame to go to **Gas usage history**.

Today screen
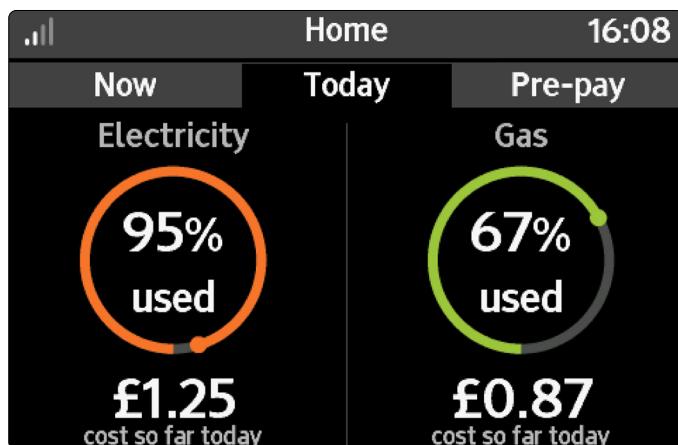
The **Today** screen shows the total consumption so far today for electricity and gas.

If you have set a target for each fuel type (see Settings), then the Smart Display will show the percentage of target used so far today, and the associated cost. The percentage used is represented as a number and as coloured ring around the percentage.

For both fuels, the target ring is shown in green if less than 90% of today's target, amber if greater than 90% but less than 100%, and red if the target has been exceeded for today, and by how much (up to 100% over target).

Touching the cost or kW units will switch between total cost or total consumption, for example touching £1.25 or £0.87 will change units to show kWh.

The target can be set within the **Menu** > **Settings** > **Targets** menu.

Prepayment screen
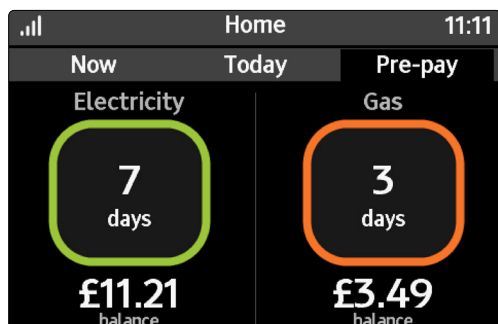
This screen is only shown if one or more meters are in prepayment mode.

The **Pre-pay** screen shows the current available credit for prepayment meters. Electricity is on the left and gas on the right.

The outstanding balance is displayed for each fuel in prepayment mode, along with how many days are predicted before requiring a top-up. The outer ring changes colour to indicate how many days are remaining (This calculation does not take into account the available Emergency Credit and Friendly credit balance):

✔ Green when more than 3 days remaining

✔ Amber when less than 3 but more than 1

✔ Red when less than 1 day remaining- text within the ring changes to 'top-up required'

> **When you first set up your Smart Display, it will take a couple of days to gather enough information to sensibly calculate how many days your balance will last.**
>
> **Note: for this functionality to work a target must first be set per fuel.**

If Friendly Credit or Emergency Credit is available from the meter, this will be shown on the prepayment screen (examples below) and the same applies to your gas. Touching the cost area (for example above £4.26 or £2.91) will switch between remaining balance and minimum top-up value.

The image above indicates that £1.92 has been used during your Friendly Credit hours.

If a minimum top-up amount has been set by the meter, then a toggle function is available to show either 'minimum top-up' or 'Emergency Credit remaining'. To toggle between either value touch anywhere within the cost area (for the example above £2.66 or £2.34).

Pressing within the outer ring will show the top-up screen, allowing a top-up code to be entered. If the electricity supply is ready to be enabled, then pressing here will show the enable supply pop-up box (see Pre-pay section for further details).

The Smart Display is capable of notifying you when the prepayment balance is low. Change the alert setting (**Settings** > **Pre-pay** > **Low credit alert**) to be notified. Similarly, when Emergency Credit becomes available, a pop-up will be shown to alert you.

Single fuel mode (credit customers only)

When only one fuel is supplied and the meter is in credit mode (when the meter is in credit mode, a monthly or quarterly bill will be issued), the home screen will show consumption now and the energy used for today. The example below is for electricity; gas will adopt a similar approach.
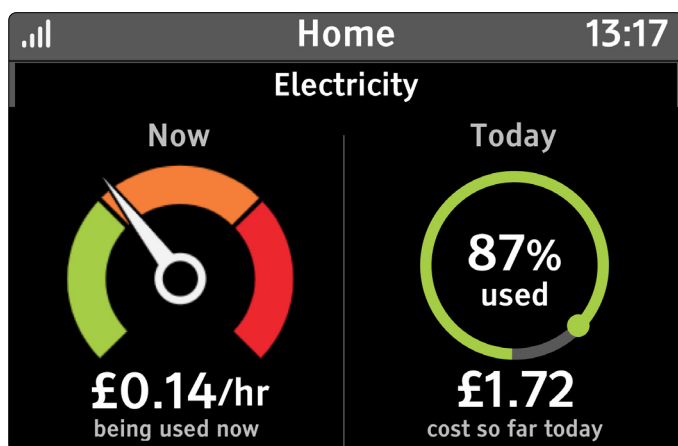
Touching the electricity dial or percentage used will show the electricity usage history. Similarly, for single fuel gas, touching the gas flame or percentage will show the **Gas usage** history.

Touching the cost or kW (kWh), will switch between cost view and consumption view.

Single fuel mode (prepayment customers only)

When only one fuel is supplied and the meter is in prepayment mode, the home screen will show consumption now and prepayment information.
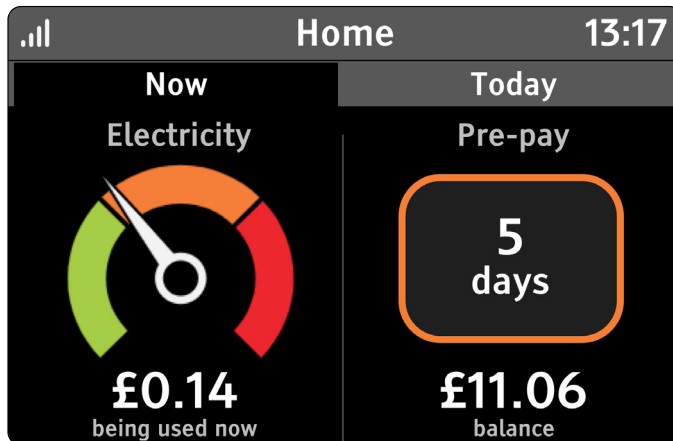
Touching the left-hand half of the screen (electricity dial) will show the **Electricity usage** history.

Touching the right-hand side of the screen will show the top-up entry screen, unless Emergency Credit is available, in which case the '**active emergency credit**' pop-up dialogue will appear.

❯ Quick Access Menu

Overview

Pressing the home button on the bottom of the Smart Display while on the **Home** screen will show a set of buttons to quickly access some of the Smart Display's main features. For credit mode there are six icons, for prepayment mode there are eight icons.
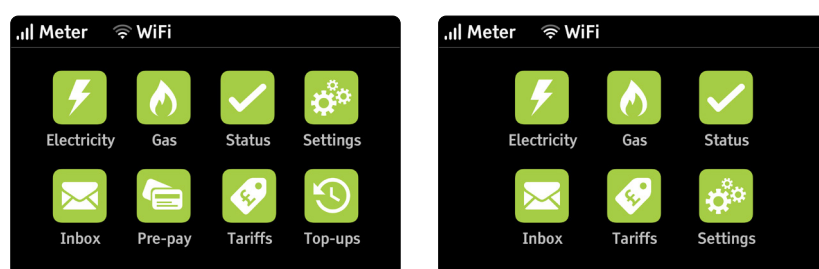

Electricity
✔ Touch this button to show the **Electricity usage history** screen

Gas
✔ Touch this button to show the **Gas usage history** screen

Status
✔ Touch this button to see the **System status** screen
✔ Red indicates there is a problem - touch for more information

Inbox
✔ Touch this button to show the message **Inbox** screen

Tariffs
✔ Touch this button to see the **Tariffs** screen/menu

Settings
✔ Touch this button to see the **Settings** menu

Pre-pay
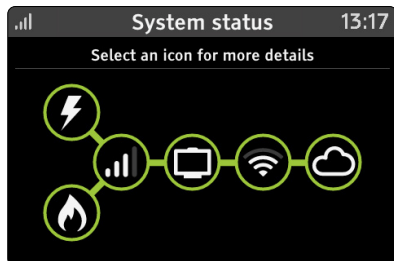✔ Touch this button to see the Pre-pay menu

Top-ups
✔ Touch this button to see the Top-up history

The banner bar shows the current signal strength of the smart meter(s) and the Wi-Fi network.

Press the home button again to return to the **Home** screen.

System status

This screen can be accessed via the **Quick access** menu.

Should there be a problem with any area this will be shown as red. Touch any of the icons to view more information on the different parts of the smart metering system.
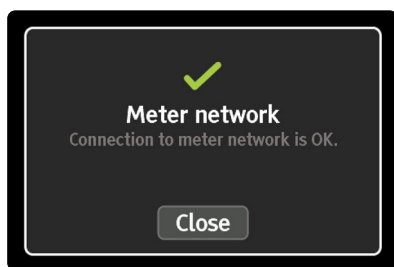
Press the 🏠 button to return to the **Quick Access** menu.

The icons show the following:

⚡ Status of the electricity meter (where fitted)

🔥 Status of the gas meter (where fitted)

📶 Signal status between the Smart Display and the smart meter(s) – the signal strength is also shown on the **Quick access** menu

🖥 This Smart Display (always green)

📶 Signal status to the local Wi-Fi network – the signal strength is shown on the **Quick access** menu

☁ Connection status to the Cloud service

❯ Usage History Screens

Electricity usage history
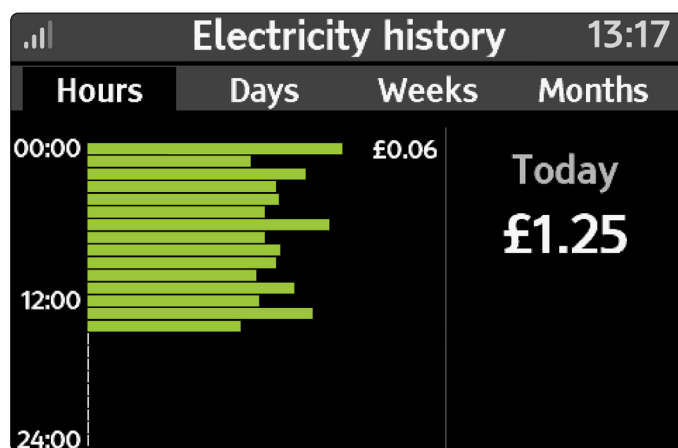
The **Electricity usage history** has four tabs, from left to right: Hours, Days, Weeks and Months. Use the left and right arrow keys to move between the tabs.

Each of the screens is designed in a similar manner. The left side of the screen shows a bar graph of electricity usage for the period in either kilowatt hours (kWh) or cost (£). For example, for the Hours view, bars represent hours, and Days view the bars represent days. The cost or usage for the highest hourly period is also shown.

The right side of the screen shows the total cost (£) or total usage (kilowatt hours) for the period, and when showing cost, if a target has been set then the target for that period. **Electricity usage history** can be found through the main menu (**Menu** > **Usage history** > **Electricity history**).

Hours tab
The screen initially shows the current electricity usage for today in cost (£), divided into the 24 hours of the day. Each bar represents a one-hour period and is shown in green.

Touch any of the green bars to see the cost or usage for that hour, the figure is shown to the right of the bar.

To change from cost to kWh touch the cost value or kWh value, and vice versa. From the example above touch £1.25 to change to kWh view.

The total cost for today is shown inclusive of any daily standing charge. (if your tariff has a standing charge). This means at midnight the total may be greater than £0.00, even if no electricity has been used. The bars exclude any daily standing charge (if your tariff has a standing charge).

Note: the Hours tab does not show today's target.

Days tab

The Days tab shows electricity usage for today and the previous eight days. If a target has been set (see **Settings** > **Target**), the days when the target was exceeded are shown, when in cost view (**£**), with the extra cost highlighted by the hatched red/grey area. In kWh view, there are no hatched areas.
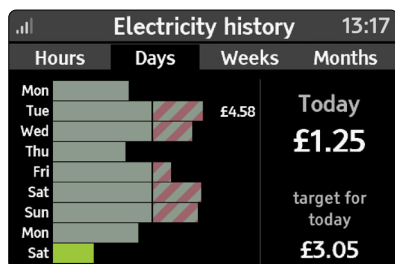
Weeks tab

This shows this week and the previous five weeks in the same way as the Days tab.
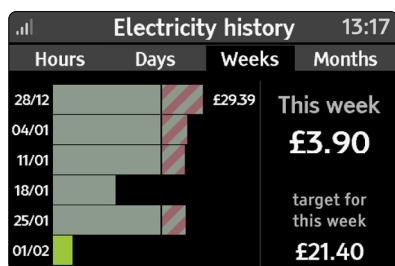
Months tab

The final view is the Months tab which shows this month and the previous 13 months of usage or cost. As with the Days and Weeks tabs, you can see months that were above and below the target.
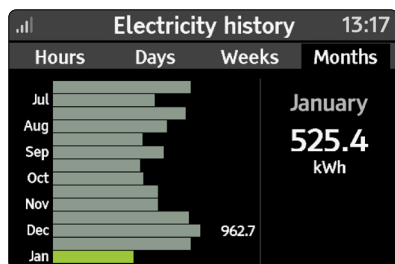
Gas usage history

The same historical views are available for gas consumption.

❯ Menu

Overview

The main menu can be accessed by touching the ☰ button.
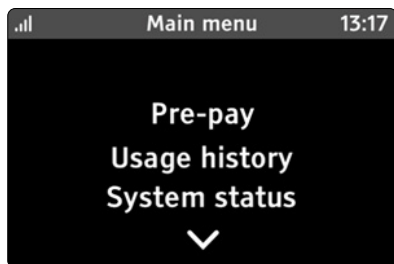
Touch the ⌄ and ⌃ arrows to move through the menu items and then touch to access the menu item.

Electricity usage, **Gas usage** and **Settings** can all be accessed via the **Quick Access** menu. **See "Quick Access Menu" on page 16.**

Touch the ↩ button to go back a level.

Electricity usage history

Explore recent electricity consumption in the **Electricity usage** screen (when available).
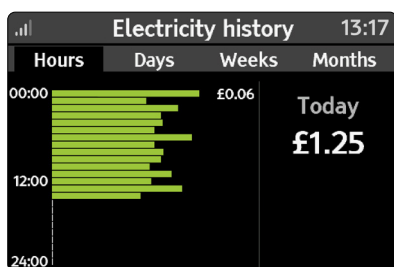
This screen can also be accessed via the **Quick Access** menu and touching the **Electricity** icon.

See "Electricity usage history" on page 18.

Gas usage history

Explore recent gas consumption in **Gas usage** history (when available).

This screen can also be accessed via the **Quick Access** menu and touching the **Gas** icon. **See "Gas usage history" on page 19.**

Pre-pay (Prepayment meters only)

The Pre-pay menu allows you to manually enter the top-up code, activate Emergency Credit (if available), view top-up history and change the low credit alert setting. **See page "Pre-pay" on page 13.**

This menu is hidden if the meter is not in pre-payment mode.

System status

This screen can be accessed via the Quick access menu, and shows the status of the metering network and connection to Wi-Fi and the cloud. **See "System status" on page 17.**

Meter balance

Look at the current balance of energy used for electricity or gas since the last period or view your prepayment balance.

Select to view the meter balance for **Electricity** or **Gas**.

Use the ↺ button to return to the **Menu** screen.
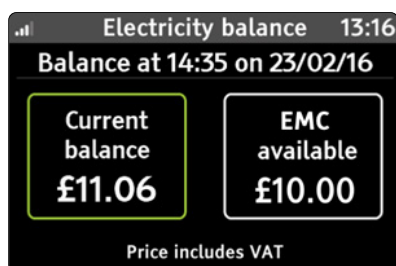
Meter balance for prepayment

(The image and amount shown are for illustration purposes only)
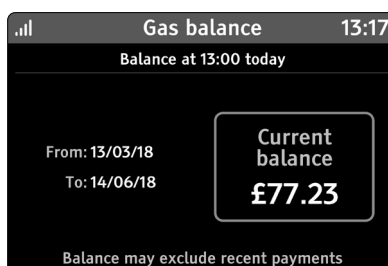
Meter balance for credit billing

(The image and amount shown are for illustration purposes only)

The current balance changes from:

✔ **Green** – when more than 3 days remaining

✔ **Amber** – when less than 3 but more than 1

✔ **Red** – when less than 1 day remaining

The Meter balance screen can be reached from the main menu (**Menu** > **Meter balance**).

Tariffs

Look at the current and next electricity and gas prices and any other daily charges that may apply.
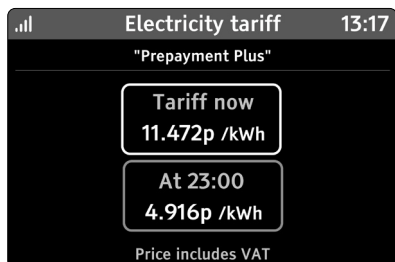
Example tariff with variable charges

Example of single rate tariff

The screen shows the current chargeable unit of electricity or gas with any daily charges that may apply, excluding any applied discounts.

For variable tariffs, then the current and upcoming rates are shown. If there is no standing charge the Smart Display will not display this part of the text.

Money owed (prepayment meters only)

If you have any money owed, this will be shown with a breakdown of the charges and recovery rate. Only the appropriate amount owed screens are shown, so if you only owe money with a percentage per top-up, only this tab and summary tab will be shown.

The **Summary** tab refers to the combined total of all money owed. The Money owed screen can reached from the main menu (**Menu** > **Money owed**)
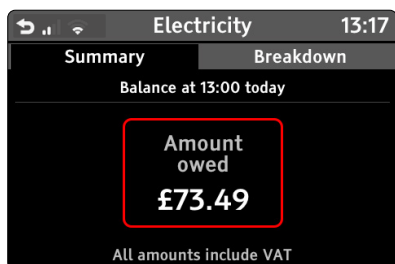
Summary tab
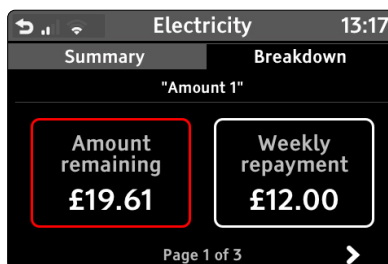
Detailed debt breakdown with recovery rate

Inbox

View messages that have been sent by your smart meter.
See "Messages" on page 27.

Meters

View details of your electricity or gas meter and the current meter reading.

```
 ▪▫▫      Electricity meter      13:17

          Reading   49562.3 kWh
       Meter type   Pre-pay
   Serial number    M1234532198
            Status  Supply on
             MPAN   S23856341562
```

When in prepayment mode the supply status will change to reflect the status
of your meter(s) – **Supply on**, **Supply ready** and **Supply off**.

Support

Our support details can be found on this screen.

```
 ▪▫▫      Electricity support     13:17

             MPAN   S23856341562
      Supply type   Electricity (Pre-pay)
    Supplier name   Utilita
  Customer support  For support, visit:
                    www.utilita.co.uk/help
```

Settings

See "Messages" on page 27.

> Pre-pay (prepayment meters only)

Enable supply

On some meters, the electricity supply can be enabled (restored) from the Smart Display without having to press a button on the meter. If your meter supports this capability, it will automatically appear in the Pre-pay menu when the supply is ready to be enabled.
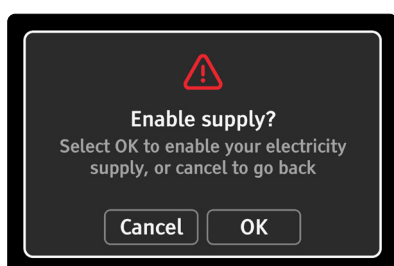
Unfortunately, for safety reasons, gas meters cannot be enabled (restored) from the Smart Display.

Top-up (20-digit code)

If you top-up and the money does not credit your meter automatically, you will need to do a manual top-up by entering the 20, 40 or 60 digit top-up code here. This code will be on your receipt. It is important to keep your receipts in the event your top-up is not successful.

In the Pre-pay menu select the Top-up option and enter the top-up code. Once the code has been entered and sent, a confirmation screen will appear as shown below.

You can enter the top-up code from the Home screen Pre-pay tab by pressing the fuel that is in prepayment mode. **See 'Prepayment screen' on page 13.**
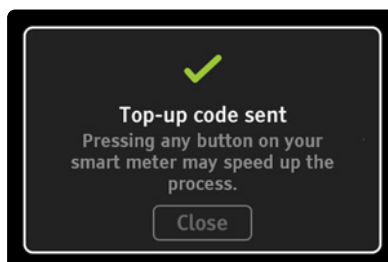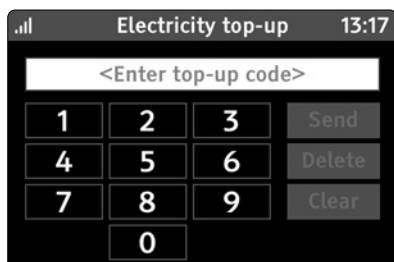
Once the code has been accepted by the meter a confirmation will be shown (as below). It may take up to 30 minutes for the confirmation to appear. If the top-up is rejected the confirmation will explain why it was rejected.
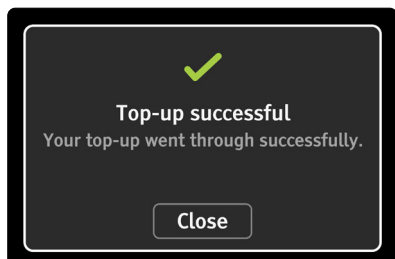
Top-up (40-digit and 60-digit codes)

For some meters it is possible to enter longer top-up codes, that help configure your smart meter(s). As the code is very long, an additional dialogue appears to check if the code is correct before sending.
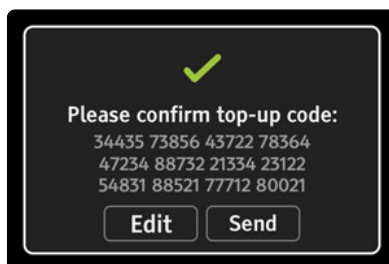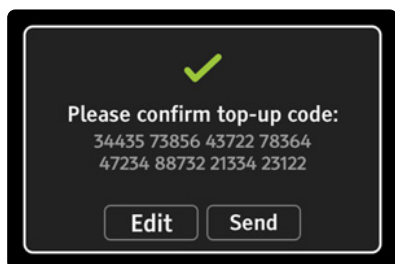
You can manually enter the top-up code from the home screen prepayment tab by pressing the fuel in prepayment mode - **see "Prepayment screen" on page 13.**

Emergency Credit

If Emergency Credit is available, it will appear in the Pre-pay menu.
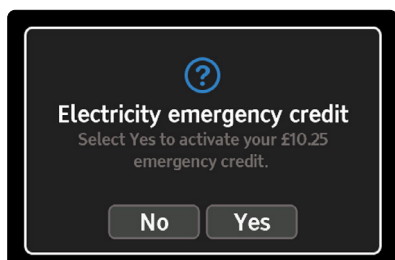
(The image and amount shown are for illustration purposes only)

You can also activate Emergency Credit from the home screen prepayment tab. Simply press the fuel in prepayment mode where Emergency Credit is available - **see "Prepayment screen" on page 13.**

Top-up history

View the top-up history for your prepayment meters here. Only the fuel in prepayment mode is shown within this screen.
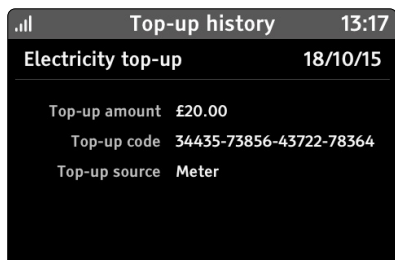
For each top-up there is further information about that top-up, as shown above.

Not all meters support prepayment top-up history.

The Top-up history screen can be reached from the main menu (**Menu** > **Pre-pay** > **Top-up history**).

Low credit alert

The low credit alert setting is designed to warn you that your balance is low. By default, the setting comes from the meter. If it is not provided by the meter, it is set to £2.00 for each fuel.
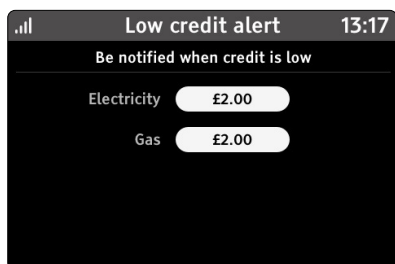
If set by the meter it is not possible to set the alert lower than the meter value. The amount can be changed for each fuel by selecting the appropriate fuel and entering a value. Only fuels in prepayment mode are shown.

The Low credit screen can be reached from the main menu (**Menu** > **Pre-pay** > **Low credit alert**).

❯ Messages

Inbox

The smart metering infrastructure is capable of sending you messages via your smart meter(s) and these will be shown in the Inbox.

When a new message is received you will also receive a notification on the screen and an alert sound. (The notifications can be changed under **Settings** > **Sound & Alerts**.)

.ıl	Inbox	13:17
• Welcome to your n...		14/06/18
• An engineer is due to...		14/06/18
New tariff alert! From...		14/06/18

If a message has not yet been read, it will be shown in bold and have a marker to the left. Select any message to view the message in full.

Reading a message

When a message is first open, the date is shown at the top and the content of the message below.

If the message is longer than the space available, use the ∨ and ∧ buttons to view the rest of the message.

.ıl	Message	13:17
14/06/18		•••

Welcome to your new supply! Thank you for choosing us to supply your energy. If you have any questions about your new supply, please contact our customer services team.
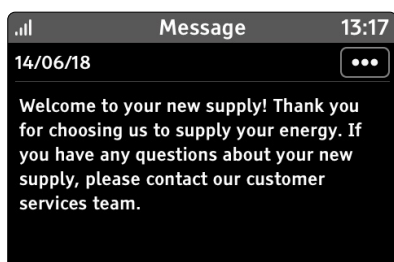
Some messages require confirmation or acceptance – scroll to the end of the message to see the options.

```
┌──────────────────────────────────┐
│ ▪ıll      Message        13:17   │
├──────────────────────────────────┤
│ 14/06/18      │ Confirm │ │ ••• ││
├──────────────────────────────────┤
│ New tariff alert! From 1st August 2018, │
│ your gas will be subject to our new     │
│ Flex Saver tariff, which provides       │
│ savings when using your gas at off-peak │
│ times. For more information, please     │
│ visit our website. You must confirm     │
│               ⌄                         │
└──────────────────────────────────┘
```

Deleting messages

A message must have been read before it can be deleted.

Once read, select the ••• button on the top right of the message to see further options.

> Settings

Overview

The settings menu can be reached from the main Menu (**Menu** > **Settings**) or from the Quick Access menu.

Use the ∨ and ∧ arrows to change the setting selection and touch the setting title to view or change the selected setting.
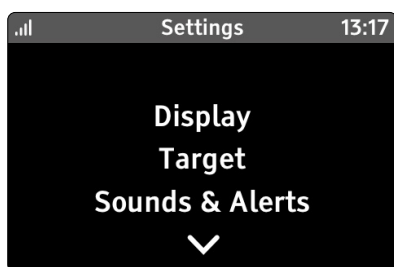
Target

Your Smart Display has been designed to help you track your energy usage and meet the targets you set.

Select the period for the target for both fuels; either daily, weekly or monthly.

Individual targets can be set for each fuel.
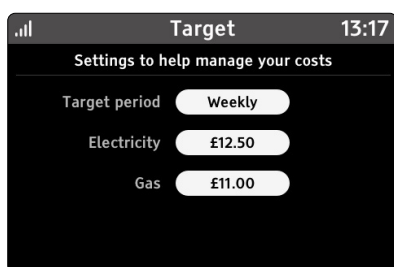
Display

Use this setting screen to change the display settings for your Smart Display.
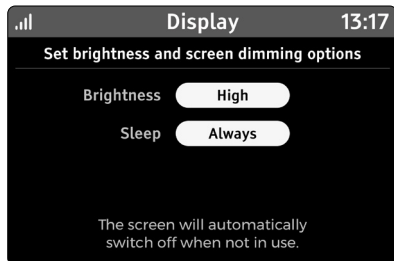
Brightness
Set the brightness of the screen. This affects all screens. Adjust the brightness by selecting from High (100%), Medium (50%) and Low (20%).

When on battery power, brightness will change to Medium, and the screen will switch off after 1 minute of inactivity. Once mains power is restored, the brightness Sleep setting will revert back to the previous values.

Sleep
This setting determines when the Smart Display's screen will switch off. Choose from **Always**, **Never** or **Timed**.

When set to **Always**, and on mains power, after 1 minute of inactivity the screen will automatically switch off.

When set to **Never**, the screen is permanently on.

When set to **Timed**, the Screen Off option will appear.

Screen off
The screen will be off between the period set.

When the screen is off, touching the screen or pressing the **Home** button will wake up the device.

Sounds & Alerts

Change the volume of alerts and if they are enabled or disabled.

Volume
This sets the volume of all sounds and alerts. Select to change the volume level– High (100%), Medium (50%), Low (20%).

Alerts
Set to On to receive audible notifications of new alerts.

If alerts are Off, new alerts will still be displayed on the screen, but without audible notification.

The Sounds & Alerts screen can be reached from the main Menu (**Menu** > **Settings**> **Sounds & Alerts**)

Wi-Fi network

See '**Connect to Wi-Fi Network**' section for setting up and managing the Wi-Fi network.

Online setup

Please see "**Online setup**" **on page 34** for setting up online services.

Advanced

The advanced features include:

Device info
Information including the serial number and software version of your Smart Display. You may need this information when contacting your energy provider.

Usage level
The electricity on the **Now** home screen can be scaled to match the typical usage levels of your home. The screen has three options: **Low**, **Medium** and **High**.

Select from one of the following options to set the maximum reading the dial can show:

✔ **Meter** – set to meter defaults.
✔ **Low** – homes with low electricity usage.
✔ **Medium** – homes with average electricity usage.
✔ **High** – homes with higher than average electricity usage.

This option is only available when you have an electricity smart meter.

The dial thresholds between green to orange, and orange to red are changed as below in the table.

Usage level setting	Green/orange threshold	Orange/red threshold	Maximum
Low	1kW	6kW	12kW
Medium	2kW	10kW	18kW
High	3kW	12kW	24kW

The usage level screen can be reached from the main Menu (**Menu** > **Settings** > **Advanced** > **Usage level)**.

Reset device
Use this screen to remove all your user settings including targets, Wi-Fi, alerts and historic consumption data.
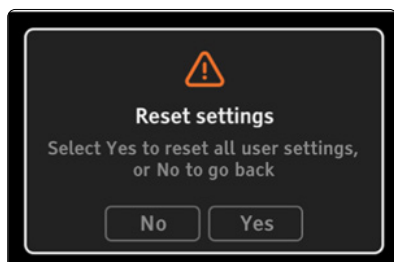
Reset settings: clears all system settings including target, display, colour theme, sounds/alerts, Wi-Fi, and usage levels.

Reset data: clears all historic consumption data and totals, including user messages and alerts. This can be used if you are moving to a new house (and leaving the Smart Display) and want to clear this data.

Reset all: Performs both Reset settings and Reset data.

Engineer
This screen is for installation engineer use only.

❯ Online setup

Introduction

The Smart Display has built-in Wi-Fi, which can be enabled to connect to the internet.

Connect to Wi-Fi network

Your Smart Display will need to be connected to a local Wi-Fi network to enable cloud services.

Access Wi-Fi settings screen

- ✔ Press the menu (▤) button on the **Home** screen
- ✔ Scroll down to **Settings**
- ✔ Scroll down to **Wi-Fi network**
- ✔ Enable Wi-Fi (by default it is disabled)
- ✔ Touch **Set up network**

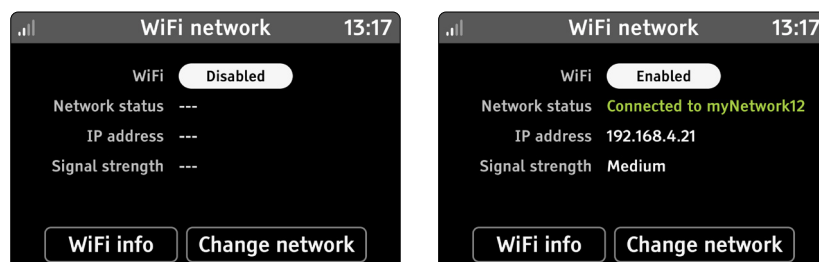| WiFi network	13:17
WiFi	Disabled
Network status	---
IP address	---
Signal strength	---
WiFi info	Change network

WiFi network	13:17
WiFi	Enabled
Network status	Connected to myNetwork12
IP address	192.168.4.21
Signal strength	Medium
WiFi info	Change network

Connection methods
There are three different ways to connect to a local Wi-Fi access point:

- ✔ **List networks** - Scan for the list of networks that can be joined.
- ✔ **Manual** - manually enter the Wi-Fi name (SSID) and password.
- ✔ **Advanced** - use your smart phone or laptop - and connect to the Smart Display to enter your Wi-Fi's username and password.

Follow the on-screen instructions on connecting using one of the methods above.

> The Smart Display only supports 2.4GHz Wi-Fi, so please ensure this is not disabled on your Wi-Fi router.

❯ FAQs

What does the '!' mean?

When the (!) alert symbol appears on the screen, please check the System status on the Smart Display. If there is a problem with the electricity or gas meter status, meter network signal, Smart Display or with Wi-Fi network signal, this will be shown as red. Touch any of the icons to view more information.

Why is my Smart Display not showing any information?

If your Smart Display shows Awaiting Data, or an alert symbol has appeared next to the meter signal symbol (also known as the Home Area Network symbol) in the banner bar, this could be because your Smart Display is out of range and unable to communicate with your smart meter. Try moving your Smart Display closer to your electricity smart meter. If problems persist, please try and switch off your device and switch it back on to allow your Smart Display to reestablish connection with your smart meter.

Why is my Smart Display showing 'Connecting to the smart meter...'?

When your Smart Display is turned on, it will show 'Connecting' whilst establishing a connection. This can take up to five minutes (or up to one hour after the initial setup for your gas usage to show on your Smart Display).

This could also happen when your Smart Display is out of range and has temporarily lost connection with your smart meter. A "Connecting to smart meter..." status will indicate that your Smart meter is reestablishing a connection with your smart meter.

What type of batteries does the Smart Display use? How long will the batteries last?

Your Smart Display can also be used with 3 x AAA (R03, LR03) non-rechargeable batteries.

Remove the back cover and insert the batteries, as marked on the inside case. Reattach the back cover and your Smart Display will show the battery symbol at the top of the screen.

It's advisable to power your Smart Display with the power supply instead of batteries for a prolonged period - typically the Smart Display is expected to run for 4 hours with batteries only.

Why has the screen on my Smart Display turned off/gone blank?

Your Smart Display may be off for a number of reasons. If you have selected the Backlight to be off or the Backlight timer setting to be on, then the screen will be blank when you are not using it (check in **Settings** > **Display**). Touch any button and the screen should come back on.

If you're using batteries, it may be that they have run flat. Either connect your Smart Display using the power adapter or replace the batteries. The Smart Display will run for approximately 4 hours with batteries so that you can carry it around the home to learn how different appliances work. It is not intended for prolonged use.

Powering your Smart Display

Your Smart Display can be powered using the supplied power supply or with 3 x AAA (R03, LR03) non-rechargeable batteries.

It is not recommended to use batteries for a prolonged period.

To replace batteries, slide the stand downwards and then pull it away. Insert the batteries, as marked on the inside case. Reattach the stand and the Smart Display will show the battery symbol at the top of the screen.

Do not use rechargeable batteries in this Smart Display.

Why is my Smart Display making a noise?

The Smart Display has a built-in speaker which is used for alerts, messages and can also provide feedback. You can adjust the volume, and turn off/on the different sounds via the settings page (**Settings** > **Sound & Alerts**)

How much energy does my Smart Display use?

The input power for the Smart Display is 0.5W. In terms of cost, this is typically equivalent to less than £1 a year.

Why is the System Status screen showing a Wi-Fi error?

When the System Status screen shows the Wi-Fi symbol in red or amber, this means one of the following:

✔ The Smart Display is out of range of the Wi-Fi network or it is not available – try moving closer to the access point or router

✔ The security details for the Wi-Fi network have changed since they were set up

✔ The Smart Display's details have been actively blocked by the Wi-Fi network

✔ The Smart Display is running on batteries – the Wi-Fi module does not function when running on batteries

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Manufacturer:

Designed and manufactured by:
Green Energy Options Ltd.
3 St. Mary's Court
Main Street
Hardwick
Cambridge
CB23 7QS
UK

Hereby, Green Energy Options Ltd. (UK) declares that the radio equipment enclosed (identified by the product type numbers on the product label) are in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available online at **www.geotogether.com/cedoc**

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